

Action Plan for Puerto Rico

| PRIORITY THREE: EXPAND / IMPROVE INFRASTRUCTURE | | | | | | |
|--|---|----------------|--|--|---|--|
| Strategies | Action(s) | Manager | Implementer | Expected Outcomes | Benchmarks | Completion Date (Estimated) |
| Strategy 3.1 | Action 3.1.1 | Commission | Department of Family | Consultant will write Exhibit 1 and coordinate any planning or data gathering efforts necessary to developing our Continuum of Care Strategy | 1. Develop RFP 2. Inventory of Services 3. Bring together initiatives developed by diverse groups | May-02 January-03 January-04 January-05 |
| Statewide continuum of care application | Hire a consultant | | | | | |
| | Action 3.1.2 Attend HUD broadcast | Commission | 1. Department of Family 2. Commission | 1. Know HUD's expectations regarding the McKinney-Vento Homeless Assistance Programs | 1. Invite stakeholders to the Teleconference 2. Assistance | April-02 |
| | Action 3.1.3 Assign staff from the Dept. of Family to gather information from service providers to complete inventory of services and gap analysis | Commission | 1. Department of Family | 1. Compile inventory of services | 1. Train staff to administer questionnaire 2. Progress report of number of service & housing providers reached | April-02 |
| | Action 3.1.4 Secretary of Department Family will convene a meeting with the presidents of the mayors organizations. | Commission | 1. Secretary of Department of Family | 1. Gather support of Mayors to develop a Continuum of Care strategy | 1. Meetings with Mayors | April-02 |
| | Action 3.1.5 Send out RFP | Commission | 1. Department of Family | 2. Receive Projects | 1. Develop RFP 2. Print in the Newspaper 3. Circulate to service & housing providers | April-02 |

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| Strategy 3.2 | Action 3.2.1 Identify the quantity and the type of housing projects necessary to attend current need | State Team for the Policy Academy | Commission | 1. Exhaustive list of supportive housing needs | 1. Progress reports of needs assessment study 2. Meetings with Department of Housing Progress of HMIS development | December-02 |
| Develop additional housing for homeless persons with special needs | Action 3.2.2 Set priorities for the development of projects | Commission | 1. Government 2. NPOs 3. CBOs 4. FBOs 5. Homeless Clients | 1. Set list of priorities | 1. Regular meetings | March-03 |
| | Action 3.2.3 Develop framework for financing these types of projects | Commission | Commission | 1. Handbook for financing frameworks | 1. Gather information 2. Meetings with Department of Housing | January-03 |
| | Action 3.2.4 Identify and make presentations for developers (for profit, non-profit & CHDOs), service providers & management teams with the capacity to develop and run projects | Commission | Commission | 1. Raise awareness & train developers, service providers and administrators about collaborative projects to create supportive housing | 1. Identify developers, service providers & administrators 2. Develop presentation 3. Hold meetings | ongoing |
| | Action 3.2.5 Follow up to project development collaborative | Commission | Commission | 1. Follow up | 1. Regular meetings | ongoing |
| | Action 3.2.6 Identify and develop incentives for developers to get involved in this type of housing project | Commission | Legislators Department of Housing | CRA type legislation | 1. Meetings with Legislators 2. Bill 3. Support for the Bill | April-03 |

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| Strategy 3.3 | Action 3.3.1 Identify the quantity and the geographic area where these are needed | State Team for the Policy Academy | Commission | Identify Gaps by geographic area | 1. Progress reports of needs assessment study 2. Meetings with ASSMCA 3. Progress of HMIS development | January-03 |
| Develop additional drug rehabilitation programs | Action 3.3.2 Develop framework for financing these types of projects | Commission | ASSMCA Department of Health | 1. Handbook for financing frameworks | 1. Gather information 2. Meetings with Department of Housing | February-03 |
| | Action 3.3.3 Identify service providers with the capacity to develop these projects | Commission | ASSMCA Department of Health Service providers | 1. List of service providers with the capacity to develop new initiatives | 1. Identify service providers 2. Develop presentation 3. Hold meetings | January-03 |
| | Action 3.3.4 Follow up to project development collaborative | Commission | Commission | 1. Follow up | 1. Regular meetings | ongoing |
| | Strategy 3.4 | Action 3.4.1 Identify areas where homeless prevention services can be developed | State Team for the Policy Academy | Commission | Identify prevention services necessary | 1. Progress reports of needs assessment study 2. Meetings with Corrections & VA |
| Develop homelessness prevention programs (ex. coordinate with corrections system, veterans hospital and others) | Action 3.4.2 Coordinate with Department of Veterans Administration | Commission | VA | Develop homeless prevention strategies for homeless veterans | 1. Meetings with VA 2. Plan for development of prevention activities 3. Implementation | ongoing |

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| | Action 3.4.3 Coordinate with Corrections System | Commission | Corrections System Judicial System | Develop homeless prevention strategies for people leaving the corrections system | 1. Meetings with Corrections System 2. Plan for development of prevention activities 3. Implementation | ongoing |

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| Strategy 3.5 | Action 3.5.1 Define Program and Client based benchmarks | Commission | Executive Director | Develop manual and standards to measure performance | 1. Meetings with service providers 2. Meetings with homeless to evaluate service provision 3. Identify performance indicators | April-03 |
| Develop outcome based performance measures (effectiveness) | Action 3.5.2 Implement Performance measures | Commission | Executive Director | Evaluate programs using performance measures | 1. Evaluations | ongoing |
| | Strategy 3.6 | Action 3.6.1 Identify federal program requirements | Commission | Executive Director | Develop monitoring tool | 1. Review federal requirements 2. Meetings with homeless to evaluate service provision 3. Develop monitoring tool |
| Establish quality control mechanism | Action 3.6.2 Implement monitoring mechanism | Commission | Executive Director | Monitor programs | 1. Evaluations | ongoing |
| | Strategy 3.7 | Action 3.7.1 Develop training curriculum | Commission | Executive Director | Staff training curriculum | 1. Identify Best Practices 2. Meetings with staff & professionals 3. Recruit educational consultants |
| Develop a comprehensive staff development program for all services providers | Action 3.7.2 Provide staff training | Commission | Executive Director | Certify staff to offer services & train the sector | 1. Develop staff training plan 2. Implement | ongoing |

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| Progress to Date 1. Commission has been meeting regularly to develop a Continuum of Care Strategy 2. Consultant was hired to help us develop our Continuum of Care Strategy 3. We are gathering information about service and housing available for the homeless throughout Puerto Rico | | Barriers and/or Situational Changes Lack of recent statistical information is holding back initiatives | | | (including potential technical assistance needs) 1. Submit Continuum of Care Application | | |